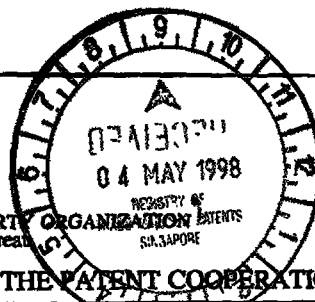
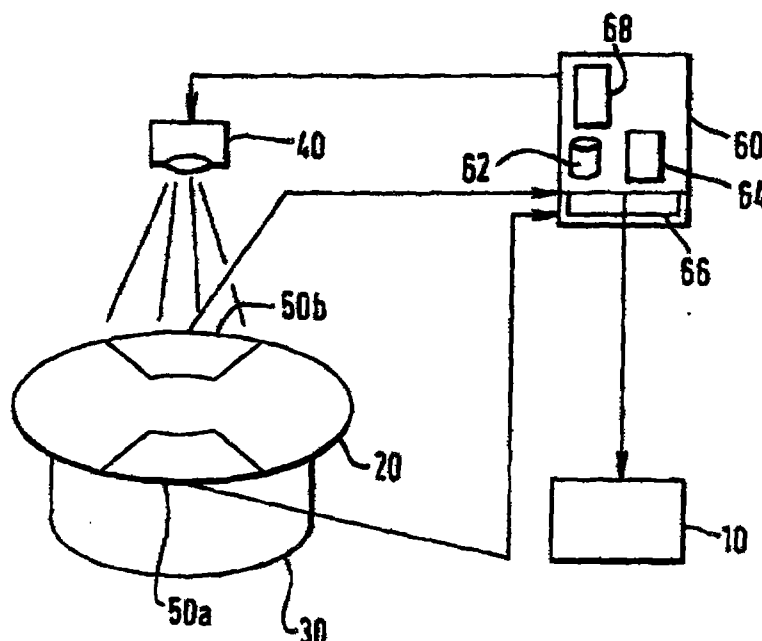


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(54) Title: TRANSACTION SUPPORT APPARATUS



(57) Abstract

A transaction support apparatus for use by one or more human transaction operators, each provided with a telephone, which comprises a speech recognition device having: a speech input coupled to receive a speech signal input to a said telephone, a speech recognition processor arranged to recognise predetermined transaction parameters within said speech signal; and a parameter output at which said speech recognition device is arranged to make values of said parameters thus recognised available.